

Dear Provider Staff Member,

Thank you so much for your assistance with the FY21 DMHAS Consumer Satisfaction Survey. We truly could not do this without your help. Here, we lay out the various options for participating in the survey this year and identify some important modifications to the usual process.

Are you surveying the usual way? Click [here](#) to skip ahead.

### **Online Survey Option**

In response to provider requests, we have developed two online surveys that can be answered by consumers directly via phone, tablet, or computer.

These QR codes may be scanned to bring the user to the links below. The survey links will also be featured prominently on the [DMHAS home page under Featured Links](#), and on the [DMHAS Consumer Satisfaction Survey web page](#). You are welcome to include the following information on your own website, or share it during telehealth sessions.

**English**



**Spanish**



[https://portal.ct.gov/dmhas\\_css\\_english\\_21](https://portal.ct.gov/dmhas_css_english_21)

[https://portal.ct.gov/dmhas\\_css\\_spanish\\_21](https://portal.ct.gov/dmhas_css_spanish_21)

We have also developed wallet cards for your use, which are linked here: [DMHAS Consumer Satisfaction Survey web page](#).

**We request that you do not share this information with consumers via electronic mail, to avoid any unintentional breaches of private health information ([Email addresses are considered PHI.](#))**

Please review the instructions for consumers and familiarize yourself with the general flow of the survey.

We recommend that you advise your clients on what to select for program name after they select the provider. As the information in the survey is based on the data in DDaP, clients may not be familiar with how we label the programs. There is a list of your entity's programs included in this package of informational materials. You may wish to use the wallet card templates for communicating this information- please see example below.



*It will be important for the respondent to select something for program name – even if it is “no program” – because this will trigger the skip logic in the survey, enabling a smooth experience.* If a program is not selected, the respondent will have to wade through many pages of options for other providers. If the respondent forgets to select a program, the **Prev** button may be clicked to go back.

The **Prev** and **Next** buttons, located at the bottom of survey pages, may be used for navigation within the survey.

BHH providers should work with their clients to ensure that they answer the additional BHH questions, which will appear when the respondent indicates that they are a BHH client.

### **Paper Survey Option**

You may continue to use the paper survey forms, as we have done for many years. These materials may be found on the [DMHAS Consumer Satisfaction Survey web page](#). The data should be entered into DDaP in the customary manner.

### **Sample Sizes**

*Due to the pandemic, sample sizes should be regarded as guidelines rather than requirements.* It may be easiest to look to previous years as a guide. You may use the table in the instructional document on the CSS web page, or you may use the sample size calculator located here: <https://surveysystem.com/sscalc.htm>.

### **Getting in Touch**

If technical assistance is needed, you may email Karin Haberlin at [Karin.Haberlin@ct.gov](mailto:Karin.Haberlin@ct.gov) with your name, organization, contact information, and brief description of the issue. Please note that due to the pandemic, we continue to work remotely, and electronic mail is preferred.